



# USAFMCOM

## E-Commerce Directorate Overview

Director, E-Commerce  
United States Army Financial Management Command

Unclassified



# *Our Customers*





# Cash Management Challenges

Coordination





**Transportation**



**Security**







## Accountability





# Agenda



- Mission
- E-Commerce Portfolio
- Organizational Structure
- Partnership
- Benefits
- Metrics
- E-Commerce Impact
- Current Initiatives



# Mission



Develop, maintain, field and/or train new financial technologies in support of the Army

## Manage the following Programs:

- Army Banking
  - CONUS on-post financial institutions
    - 87 installations w/ 60 credit unions and 16 banks
  - Overseas Military Banking Program (OMBP)
    - 69 (34) branches, 323 (151) ATMs in 10 countries
  - Training with Industry Program
    - Currently working advancements in the program to include NCO's
  - Support/assist TFMSC/FMSUs on theater banking issues
- EZpay Stored Value Card (Individual Entry Training)
- EagleCash Stored Value Card (SVC) & Kiosks (Deployed Forces)
- Over the Counter Channel Application Network (OTCnet) (Deployed and Garrison)
- U.S. Debit Card (USDC) (CONUS/OCONUS Agents)
- International Treasury Services (ITS.gov) (Deployed and Garrison)





# E-Commerce Portfolio



Check Imaging



CONUS/OMBP  
Banking



Basic Training



Deployed  
Environment



Funding Agents



EFT

## Better Use of New Technology

- Support the Commanders
- Increases Mission Time
- Improves Accountability and Audit Review
- Manpower & cost savings
- Increases Security
- Less Cash to Issue
- Reduces Float
- Currency Remains in the Treasury
- Increase Army Knowledge in Technology
- Improves pay support

**"Service to Soldiers"**

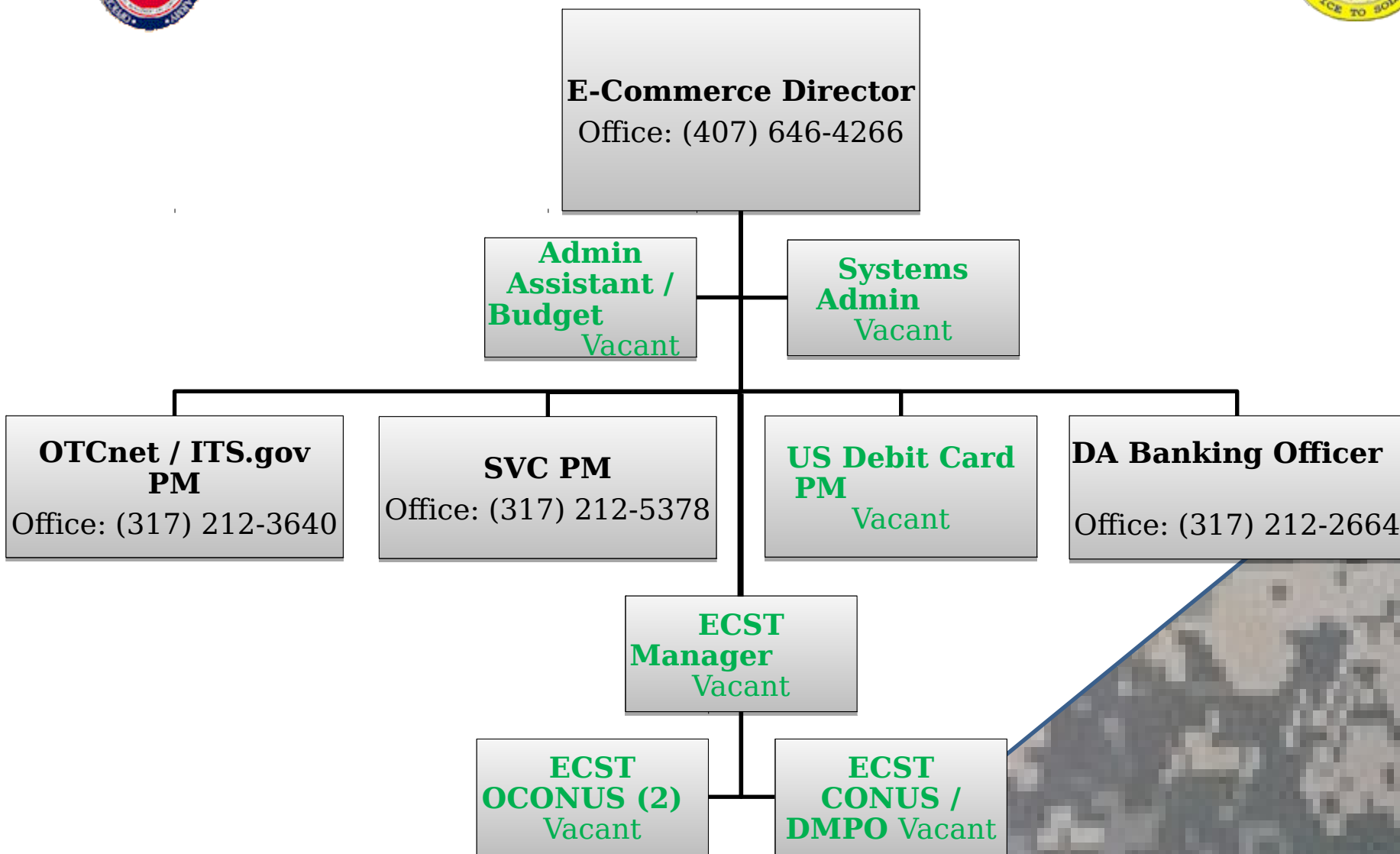


Self-Service Kiosks





# Organizational Structure





# Partnership



- DoD Comptroller
- Defense Finance and Accounting Service (DFAS)
- Sister Services
- Military Postal Service Agency (MPSA)
- Army and Air Force Exchange Service (AAFES)
- US Department of State
- US Department of the Treasury, Fiscal Service
  - EagleCash Sustainment Team (transitioning to Ecommerce)
  - Federal Reserve Banks (Boston, Cleveland, Kansas, and New York)
  - Citi Bank
  - JPMorgan Chase
- Armed Force Bank (Training With Industry)
- Financial institutions on post
- Association Military Banks of America (AMBA)
- Defense Credit Union Council (DCUC)
- Armed Force Financial Network (AFFN)





# E-Commerce Benefits



- Force Protection
- Improved service to the Soldiers/Commands
- Shared “Best Business Practices” with DoD and other agencies
- Improved finance support, Internal controls and reduced US currency
- Supports classified and the Intel Community wartime mission
- Improved banking support CONUS/OCONUS



# SVC Metrics

(Inception through FY2014)



- EagleCash Cards Issued and \$ Loaded:
  - 1.4M / \$4.7B
- Kiosk Program: Transactions and \$ Transferred:
  - 23.5M / \$2.7B
  - 3,026 / \$2.3M (Mobile Kiosk)
- ECAS Cards Issued and \$ Loaded:
  - 4,405 / \$46.7M
- Deposit Cards: Transactions and \$ Loaded:
  - AAFES: 150K / \$1.7B
  - Postal: 86K / \$209M





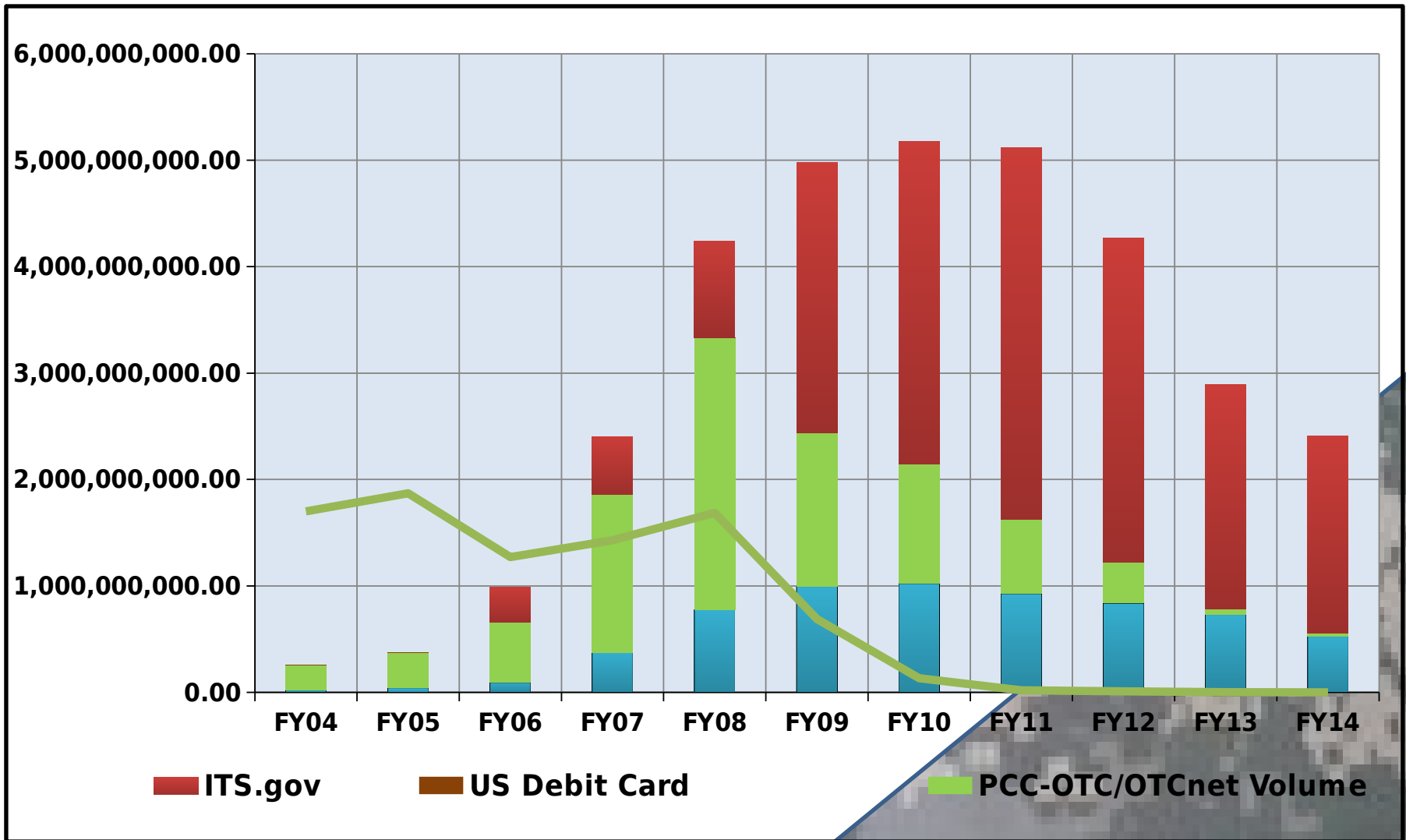
# ITS.gov, OTCnet, and USDC Metrics



- ITS.gov
  - Delivered payments to 109 countries (34 different currencies)
  - Valued / Transactions: \$18B / 200K
  - Allotments / Transactions: \$35M / 14K
- OTCnet
  - Checks processed/Valued: 3.4M / \$9B+
- USDC
  - Advances: \$29M



# E-Commerce Impacts







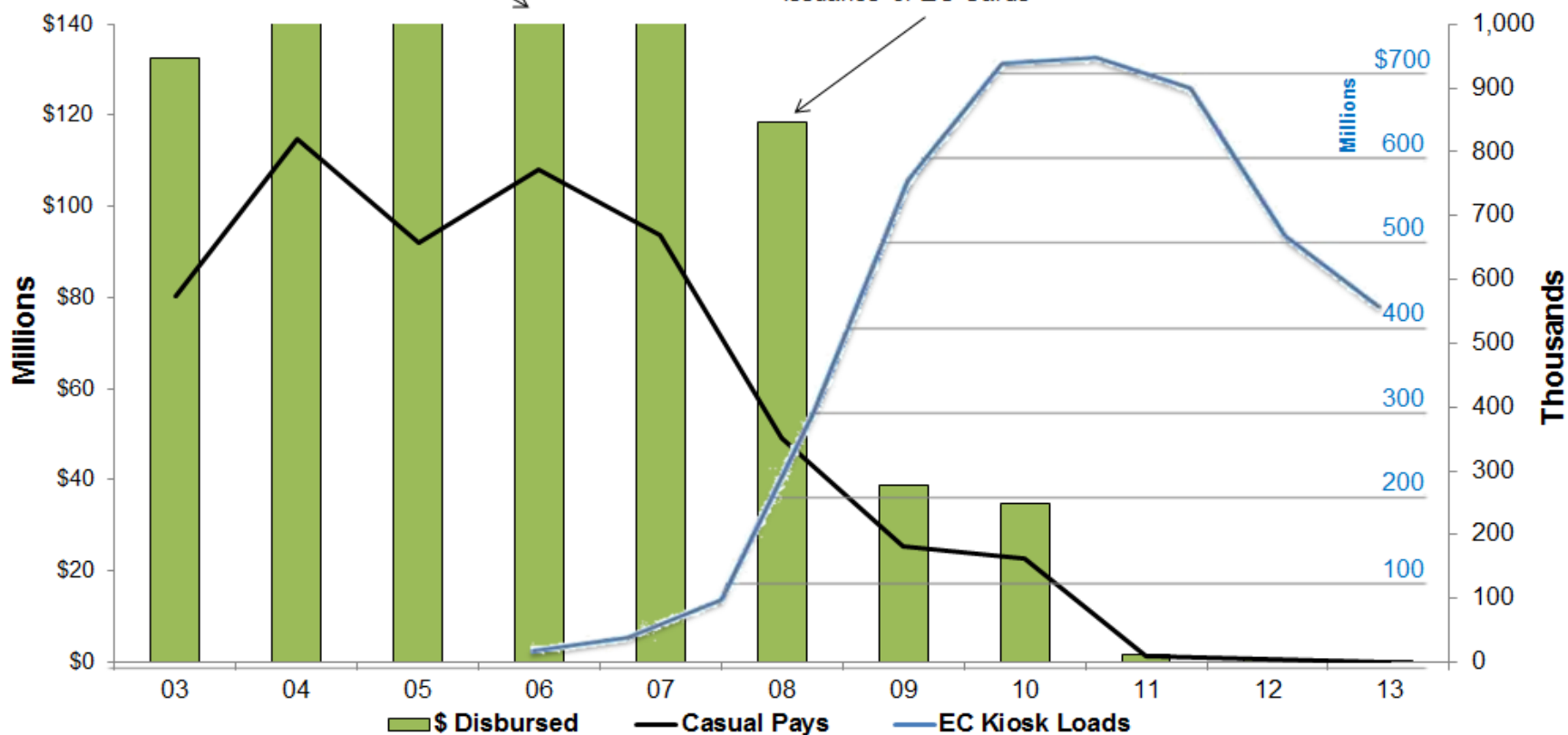
# E-Commerce Impacts



## Theater Casual Pays Metrics (CY 2003 - present)

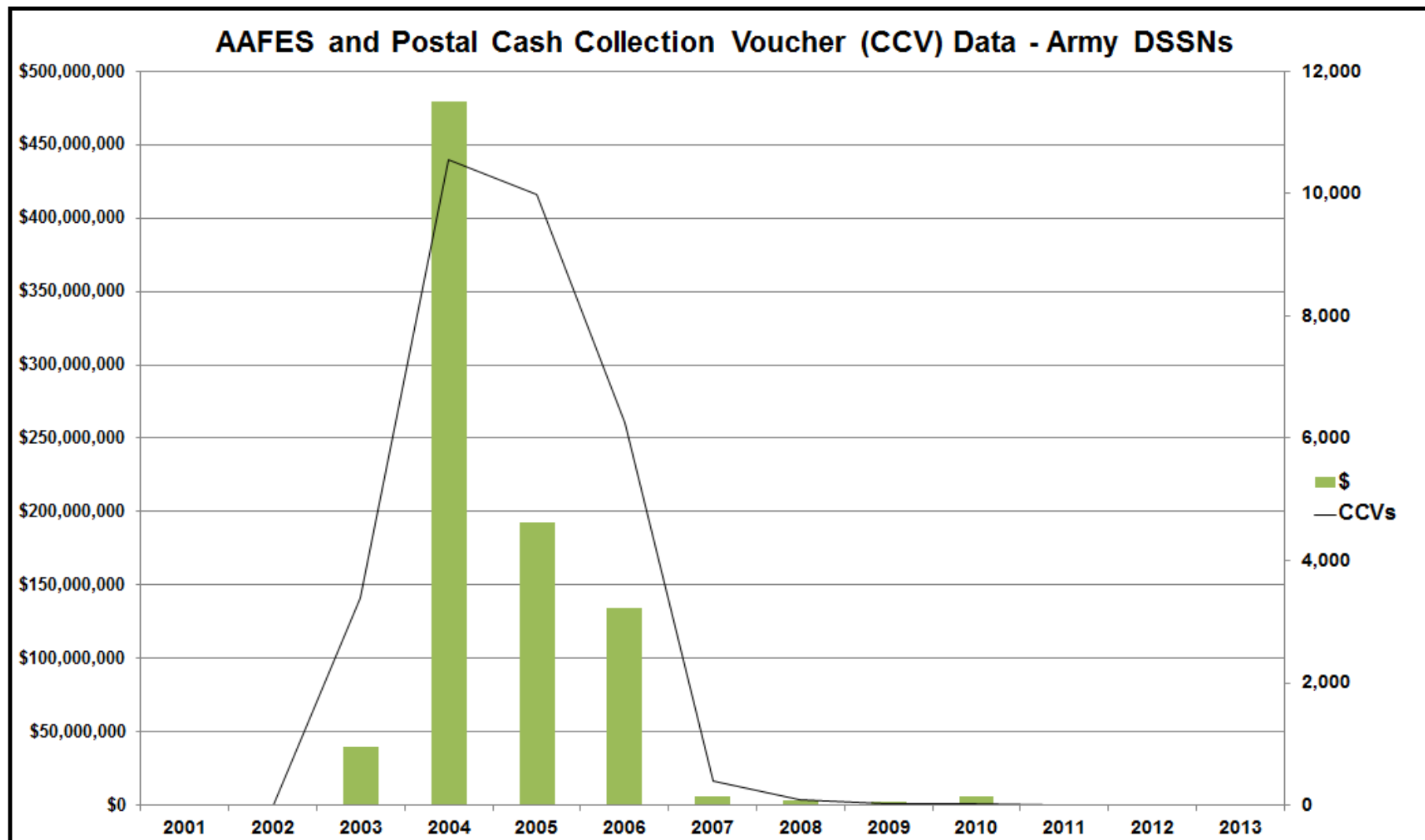
ASA(FM&C) Memo Signed  
implementing issuance of EC  
Cards at SRP Sites

DASA (FO) Memo Signed  
implementing mandatory  
Issuance of EC Cards





# E-Commerce Impacts





# Current Initiatives



- **Banking**

- Support the drawdown in CENTCOM and expansion of PACOM
- Improve financial education across Army installations
- Integrate NCO's into the TWI program
- Seamless transition of duties, Pentagon to Indianapolis

- **EagleCash SVC**

- OEF Retrograde / Stabilization Operations
- OIR (Iraq) Expansion
- Non-Contingency Operations Support (Atlantic Resolve)
- Deploy new EagleCash mobile kiosks
- Upgrade Global Point of Sale (POS) footprint
- Migrate kiosks to AGM7 and LAN
- SVC Single Source Solution



# Current Initiatives



- OTCnet

- Global deployment of OTCnet Offline application v1.4 to meet Treasury's GWA initiative
- Working with national providers to resolve open issues and implement program enhancements

- ITS.gov

- Deploy program to other locations
- Expansion of foreign allotments
- Syrian foreign allotments/payments

- USDC

- Coordinate transition to a new Treasury provider
- G2 worldwide
- SRO units





# Questions

